

Attachment D Local Support Staff/Duties

DUTIES OF LOCAL SUPPORT STAFF	
Title (Positions)	Major Duties
Program Compliance Monitors (4)	<ul style="list-style-type: none"> ➤ Manage the completion of Monitoring activities for assigned program subrecipients to include assessment, evaluation and coordination. ➤ Coordinate the process of information gathering and evaluate the sufficiency of information. Assist counties with the development of management tools, record keeping tools and intra and inter agency communication tools. ➤ Assist counties with the development of protocols that may be indicated. ➤ Observe the actual implementation of protocols. Identify the management tools in use and those that are needed by the agency. ➤ Provide feedback to counties, orally and in writing, about the findings of the monitoring activities. ➤ Provide feedback to appropriate Division staff. ➤ Input required data into the DHHS Monitoring system.
County Operation Liaisons(2)	<ul style="list-style-type: none"> ➤ Consultation and technical assistance to Directors and DSS Boards, as requested. ➤ Serving as support staff to the Social Services Board Members' Association. ➤ Coordinating orientation for new directors, as requested. ➤ Coordinating with the director's association in the planning of Social Services Institute and Fiscal, Personnel and Technology conferences ➤ Provide technical Assistance for recruitment and Selection of new Directors ➤ Review DSS Board member's applications for the Social Services Commission seats.
Children's Program Representatives (8)	<p>Technical Assistance and Management Consultation in the following areas:</p> <ul style="list-style-type: none"> ➤ Child Protective Services. ➤ Foster Care ➤ Adoptions. ➤ Family Preservation.
Child Support Representatives (8)	<p>Technical Assistance and Management Consultation in the following area:</p> <ul style="list-style-type: none"> ➤ Child Support Enforcement ➤ Complete desk reviews of assigned program subrecipients quarterly. ➤ Complete self assessments on all assigned program subrecipients ➤ Forward all reports on all monitoring activities to administrative assistant to be entered in the DHHS monitoring system.
Local Business Liaisons (8)	<ul style="list-style-type: none"> ➤ Provide budget and fiscal guidance to county directors, administrative staff and County Finance Officers. ➤ Expenditure trends and maximizing funding resources. ➤ Fiscal training for county staff. ➤ Computer equipment acquisitions. ➤ Manage the DSS County Self Assessment Review process to include; notifying counties of requirements, receive and review Completed Self Assessments and Certifications, complete Self Assessment Review Summary and file documents in Raleigh.
Program Integrity Representatives (8)	<p>Technical Assistance and Management Consultation in the following areas:</p> <ul style="list-style-type: none"> ➤ Food Stamps Program ➤ Food Stamps Fraud and Erroneous Payments ➤ Low Income Energy Assistance Program ➤ Crisis Intervention Program ➤ Community Funded Energy Program

Work First Representatives (8)	Technical Assistance and Management Consultation in the following areas: <ul style="list-style-type: none"> ➤ Work First Cash Assistance ➤ Work First Services. ➤ Work First Fraud and Erroneous Payments
Contract Administrators	<ul style="list-style-type: none"> ➤ Review all approved contracts. ➤ Monitoring of assigned contracts. ➤ Input of monitoring data into the DHHS monitoring system. ➤ On site visits and consultation to assigned contracts
Help Desk	<ul style="list-style-type: none"> ➤ Research and answer policy questions for Work First and Food Stamps
Child Support Call Center	<ul style="list-style-type: none"> ➤ Provide customer services to Child Support Clients from counties with state operated Child Support Units
Food Stamp Call Center	<ul style="list-style-type: none"> ➤ Provide Customer services to Food Stamp recipients from all 100 counties.